

**IER Statistics Report as of 30 JUN 2002**

| <b>IER Name</b>                         | <b># arrows</b> | <b>% total</b> | <b>% cumulative</b> |
|---|-----------------|----------------|---------------------|
| Customer Demographic Data               | 378             | 21.1%          | 21.1%               |
| Customer Health Care Information        | 83              | 4.6%           | 25.7%               |
| Encounter (Administrative) Data         | 71              | 4.0%           | 29.6%               |
| Beneficiary Financial/ Demographic Data | 68              | 3.8%           | 33.4%               |
| Tailored Education Information          | 57              | 3.2%           | 36.6%               |
| Customer Risk Factors                   | 56              | 3.1%           | 39.7%               |
| Body of Health Services Knowledge       | 54              | 3.0%           | 42.7%               |
| Demand/ Referral Information            | 47              | 2.6%           | 45.3%               |
| Patient Schedule                        | 45              | 2.5%           | 47.9%               |
| Care Management Information             | 40              | 2.2%           | 50.1%               |
| Beneficiary Tracking Information        | 34              | 1.9%           | 52.0%               |
| MHS Direction                           | 33              | 1.8%           | 53.8%               |
| Provider Demographics                   | 31              | 1.7%           | 55.5%               |
| Patient/ Staff Satisfaction Information | 25              | 1.4%           | 56.9%               |
| Improvement Strategy                    | 23              | 1.3%           | 58.2%               |
| Case Management Information             | 22              | 1.2%           | 59.4%               |
| Beneficiary Inquiry Information         | 21              | 1.2%           | 60.6%               |
| Cost Accounting Information             | 18              | 1.0%           | 61.6%               |
| Policy & Guidance                       | 18              | 1.0%           | 62.6%               |
| Labor Productivity Information          | 17              | 0.9%           | 63.6%               |
| Population Risk Reduction Plan          | 17              | 0.9%           | 64.5%               |
| Contract/ Claims Processing Information | 16              | 0.9%           | 65.4%               |
| Provider Metrics                        | 16              | 0.9%           | 66.3%               |
| Coding Information                      | 14              | 0.8%           | 67.1%               |
| Credentialed Staffing Availability      | 14              | 0.8%           | 67.9%               |
| Industry Benchmark Information          | 14              | 0.8%           | 68.6%               |
| Personnel Compensation Information      | 14              | 0.8%           | 69.4%               |
| Accounts Receivable Information         | 13              | 0.7%           | 70.1%               |
| Population Member Health Data           | 13              | 0.7%           | 70.9%               |
| Training Verification Data              | 13              | 0.7%           | 71.6%               |
| Budgets & Authorizations                | 12              | 0.7%           | 72.3%               |
| Clinical Guidelines                     | 12              | 0.7%           | 72.9%               |
| Pop Health Resource Info                | 12              | 0.7%           | 73.6%               |
| Variance                                | 12              | 0.7%           | 74.3%               |
| Customer Approved Care Plan             | 11              | 0.6%           | 74.9%               |
| External Benchmark Information          | 11              | 0.6%           | 75.5%               |
| General Ledger                          | 11              | 0.6%           | 76.1%               |

| IER Name                                   | # arrows | % total | % cumulative |
|--|----------|---------|--------------|
| Care Plan                                  | 10       | 0.6%    | 76.7%        |
| Education / Marketing Information          | 10       | 0.6%    | 77.2%        |
| Personnel Performance Review Info          | 10       | 0.6%    | 77.8%        |
| Pop Health Repository Data                 | 10       | 0.6%    | 78.3%        |
| Referral Tracking Information              | 10       | 0.6%    | 78.9%        |
| Resource Requirements                      | 10       | 0.6%    | 79.4%        |
| Target Metrics                             | 10       | 0.6%    | 80.0%        |
| Population Data                            | 9        | 0.5%    | 80.5%        |
| Financial Information                      | 8        | 0.4%    | 80.9%        |
| Referral Information                       | 8        | 0.4%    | 81.4%        |
| New Standards and Protocols                | 7        | 0.4%    | 81.8%        |
| Determination                              | 7        | 0.4%    | 82.2%        |
| Environmental/ Occ. Risk Assessment        | 7        | 0.4%    | 82.6%        |
| Health Care Service Information            | 7        | 0.4%    | 83.0%        |
| Invoice Information                        | 7        | 0.4%    | 83.3%        |
| Laws and Regulations                       | 7        | 0.4%    | 83.7%        |
| Physical Resource Availability             | 7        | 0.4%    | 84.1%        |
| Resource Availability                      | 7        | 0.4%    | 84.5%        |
| Health Service Orders                      | 6        | 0.3%    | 84.8%        |
| Population Target Metrics                  | 6        | 0.3%    | 85.2%        |
| Provider Schedules                         | 6        | 0.3%    | 85.5%        |
| Resource Request                           | 6        | 0.3%    | 85.8%        |
| Staffing Management Information            | 6        | 0.3%    | 86.2%        |
| State of the Art Information               | 6        | 0.3%    | 86.5%        |
| Case Review Results                        | 5        | 0.3%    | 86.8%        |
| Compensation Guidelines                    | 5        | 0.3%    | 87.1%        |
| Customer Service Metrics                   | 5        | 0.3%    | 87.4%        |
| Environment/ Occ. Pop. Health Info.        | 5        | 0.3%    | 87.6%        |
| Health Service Standards                   | 5        | 0.3%    | 87.9%        |
| PHM Policies & Guidelines                  | 5        | 0.3%    | 88.2%        |
| Recruiting Information                     | 5        | 0.3%    | 88.5%        |
| Utilization Information                    | 5        | 0.3%    | 88.7%        |
| Vendor Information                         | 5        | 0.3%    | 89.0%        |
| Appointment and Transportation Information | 4        | 0.2%    | 89.2%        |
| Collection Information                     | 4        | 0.2%    | 89.5%        |
| Gap Analysis                               | 4        | 0.2%    | 89.7%        |
| Government Regulatory Information          | 4        | 0.2%    | 89.9%        |
| Occupational Certification Data            | 4        | 0.2%    | 90.1%        |
| Personnel Incentive Program Info           | 4        | 0.2%    | 90.4%        |

| <b>IER Name</b>                              | <b># arrows</b> | <b>% total</b> | <b>% cumulative</b> |
|--|-----------------|----------------|---------------------|
| PHM Program Implementation Plan              | 4               | 0.2%           | 90.6%               |
| Recommended Care Plan                        | 4               | 0.2%           | 90.8%               |
| Research Results                             | 4               | 0.2%           | 91.0%               |
| Supply Inventory Information                 | 4               | 0.2%           | 91.3%               |
| Surveillance Capability Status               | 4               | 0.2%           | 91.5%               |
| Time Management Information                  | 4               | 0.2%           | 91.7%               |
| Training Requirements                        | 4               | 0.2%           | 91.9%               |
| Validated Credential Data                    | 4               | 0.2%           | 92.1%               |
| Accreditation Information                    | 3               | 0.2%           | 92.3%               |
| Appeals Determination                        | 3               | 0.2%           | 92.5%               |
| Asset Visibility Info                        | 3               | 0.2%           | 92.6%               |
| Audit Results                                | 3               | 0.2%           | 92.8%               |
| Eligibility Determination                    | 3               | 0.2%           | 93.0%               |
| Improvement Alternatives                     | 3               | 0.2%           | 93.1%               |
| Material Information                         | 3               | 0.2%           | 93.3%               |
| Non-Credentialed Staffing Availability       | 3               | 0.2%           | 93.5%               |
| Order Information                            | 3               | 0.2%           | 93.6%               |
| Personnel Skill Mix Information              | 3               | 0.2%           | 93.8%               |
| Population Risk Conclusion                   | 3               | 0.2%           | 94.0%               |
| Product Evaluation Information               | 3               | 0.2%           | 94.2%               |
| Purchase Request                             | 3               | 0.2%           | 94.3%               |
| Request for Eligibility Determination        | 3               | 0.2%           | 94.5%               |
| Resource Variance                            | 3               | 0.2%           | 94.7%               |
| Root Causes                                  | 3               | 0.2%           | 94.8%               |
| Tailored Marketing Information               | 3               | 0.2%           | 95.0%               |
| Transportation Requirement                   | 3               | 0.2%           | 95.2%               |
| Vendor Invoice                               | 3               | 0.2%           | 95.3%               |
| Actual Performance Data                      | 2               | 0.1%           | 95.4%               |
| Asset Information                            | 2               | 0.1%           | 95.5%               |
| Audit Schedule Information                   | 2               | 0.1%           | 95.7%               |
| Bill   | 2               | 0.1%           | 95.8%               |
| Customer Data Release Agreement              | 2               | 0.1%           | 95.9%               |
| Customer Demographic & Enrollment Data       | 2               | 0.1%           | 96.0%               |
| Disbursement Information                     | 2               | 0.1%           | 96.1%               |
| Environment/ Occ. Health Information         | 2               | 0.1%           | 96.2%               |
| Environmental Sampling Resource Requirements | 2               | 0.1%           | 96.3%               |
| Health Care Personnel Privileges             | 2               | 0.1%           | 96.4%               |
| Health Promotion Programs                    | 2               | 0.1%           | 96.5%               |
| Health Risk Policies & Procedures            | 2               | 0.1%           | 96.7%               |

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|---|----------|---------|--------------|
| Health Services System Evaluation               | 2        | 0.1%    | 96.8%        |
| Incentive Programs                              | 2        | 0.1%    | 96.9%        |
| Payment Authorization                           | 2        | 0.1%    | 97.0%        |
| Population Health Effects                       | 2        | 0.1%    | 97.1%        |
| Projected Pop. Information                      | 2        | 0.1%    | 97.2%        |
| Quality & Utilization Information               | 2        | 0.1%    | 97.3%        |
| Resource Allocation Guidance                    | 2        | 0.1%    | 97.4%        |
| Transportation Arrangements                     | 2        | 0.1%    | 97.5%        |
| Work Request                                    | 2        | 0.1%    | 97.7%        |
| Activity-to-Metrics Matrix                      | 1        | 0.1%    | 97.7%        |
| Asset Maintenance Information                   | 1        | 0.1%    | 97.8%        |
| Baseline Population Information                 | 1        | 0.1%    | 97.8%        |
| Care Management Support Tools                   | 1        | 0.1%    | 97.9%        |
| Clinical Risk Mgmt. Information                 | 1        | 0.1%    | 97.9%        |
| Cost Information                                | 1        | 0.1%    | 98.0%        |
| Credentialed Staffing Requirements              | 1        | 0.1%    | 98.1%        |
| Defined Metrics                                 | 1        | 0.1%    | 98.1%        |
| Deployment Assessment                           | 1        | 0.1%    | 98.2%        |
| Education Utilization                           | 1        | 0.1%    | 98.2%        |
| Encounter Disposition Notification              | 1        | 0.1%    | 98.3%        |
| Enrollment Information                          | 1        | 0.1%    | 98.3%        |
| External Resource Request                       | 1        | 0.1%    | 98.4%        |
| External Survey Results                         | 1        | 0.1%    | 98.4%        |
| Facility Access/ Security Information           | 1        | 0.1%    | 98.5%        |
| Health Care Support Agreements                  | 1        | 0.1%    | 98.6%        |
| Health Materiel Orders                          | 1        | 0.1%    | 98.6%        |
| Health Protection Effectiveness                 | 1        | 0.1%    | 98.7%        |
| Health Service Encounter Initiation Information | 1        | 0.1%    | 98.7%        |
| HR Staffing Information                         | 1        | 0.1%    | 98.8%        |
| MCSC Performance Info                           | 1        | 0.1%    | 98.8%        |
| MHS Plans                                       | 1        | 0.1%    | 98.9%        |
| New Data Requirements                           | 1        | 0.1%    | 98.9%        |
| Obligational Authority                          | 1        | 0.1%    | 99.0%        |
| Operational Instructions                        | 1        | 0.1%    | 99.1%        |
| Payment   | 1        | 0.1%    | 99.1%        |
| PCM/CM Assignment Request                       | 1        | 0.1%    | 99.2%        |
| PCM/CM Assignment Response                      | 1        | 0.1%    | 99.2%        |
| Personal Schedule                               | 1        | 0.1%    | 99.3%        |
| Personnel Leave Plans                           | 1        | 0.1%    | 99.3%        |

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|--------------------------------|----------|---------|--------------|
| Program Baselines              | 1        | 0.1%    | 99.4%        |
| Property Incidents Information | 1        | 0.1%    | 99.4%        |
| Property Information           | 1        | 0.1%    | 99.5%        |
| Provider Satisfaction Info     | 1        | 0.1%    | 99.6%        |
| Referral Request               | 1        | 0.1%    | 99.6%        |
| Referral Response              | 1        | 0.1%    | 99.7%        |
| Risk Management Information    | 1        | 0.1%    | 99.7%        |
| Screening Data & Analysis      | 1        | 0.1%    | 99.8%        |
| Supply Customer Information    | 1        | 0.1%    | 99.8%        |
| Tactical Mission Plan          | 1        | 0.1%    | 99.9%        |
| Work Order                     | 1        | 0.1%    | 99.9%        |
| Work Status                    | 1        | 0.1%    | 100.0%       |
|                                | 1795     | 100.00% |              |